

## Electric Complaints Received in 2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	30	27%	64	57%	17	15%	1	1%	112	1.0
	CENTRAL MAINE POWER COMPANY	71	16%	262	61%	96	22%	2	0%	431	0.7
	EASTERN MAINE ELECTRIC CO-OP, INC		0%	2	40%	3	60%		0%	5	0.4
	FOX ISLANDS ELECTRIC COOPERATIVE, INC		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY - ELECTRIC DEPT.	1	17%	5	83%		0%		0%	6	1.1
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER DISTRICT		0%	1	33%	1	33%	1	33%	3	0.5
	MADISON DEPARTMENT OF ELECTRIC WORKS		0%	10	91%	1	9%		0%	11	4.4
	MAINE PUBLIC SERVICE COMPANY	1	5%	14	70%	4	20%	1	5%	20	0.6
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MAURER AND PARTNERS		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		0%		0%		0%		0%	0	0.0
	NOVA SCOTIA POWER		0%		0%		0%		0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE		0%		0%		0%		0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%	1	50%	1	50%		0%	2	1.4
<b>Industry Totals</b>	<b>15</b>	<b>103</b>	<b>17%</b>	<b>359</b>	<b>61%</b>	<b>123</b>	<b>21%</b>	<b>5</b>	<b>1%</b>	<b>590</b>	<b>0.8</b>